

Crusade Travel Ltd
Buxton Coppice Estate
Penkridge, Staffordshire
ST19 5RP

Risk Assessment

Introduction

Crusade Travel Ltd recognises that an increasing number of customers, particularly schools, require Risk Assessment Documentation. Whilst there is no legal requirement for us to supply such information, we acknowledge that it is in the company's interests to satisfy any requests you may make regarding the safe operation of our coaches.

Acts & Regulations

We fully comply with the following EEC & National Government Rules & Regulations affecting our industry:

- Construction & Use (of vehicles) Regulations
- The Road Traffic Act
- EEC Drivers Hours Rules & Regulations
- Road Transport (Working Time) Regulations (WTD)

Official publications that explain in detail the guidelines and regulations that we comply with are:

- DVSA Public Service Operator Licensing Guide for Operators (Document PSV437)
- DVSA Rules on Drivers Hours and Tachographs (Passenger Carrying Vehicles) (Document PSV375)
- The DVSA Safe Operators Guide

Coach Safety

Coaches are certified as a very safe mode of transport compared to alternatives. The European Road Safety Observatory found in its 2011 report that for all road fatalities in Europe in the previous decade, bus and coach travel counted for just 0.4%, compared to 46.4% for car transport. We ensure that passenger safety is kept at the highest level, with frequent servicing of vehicles and training of our skilled drivers.

Vehicle Maintenance

As a responsible coach operator our aim is to maintain our coaches to the highest standard. We believe that this is best achieved to have our maintenance carried out by two independent commercial garages. All Crusade PSV vehicles undergo a regularly 5 weekly planned safety inspection and service programme. Before leaving the depot our drivers undertake a walk round safety check of their coach ensuring there are no problems that may compromise vehicle safety. Our drivers must promptly report all defects or symptoms of defects that may adversely affect the safe operation of the vehicle. These are made verbally and in writing. A system is in place to record any rectification work necessary.

Safety Equipment

All coaches are built to stringent construction and use regulations fitted with the following safety features and carry the following safety equipment:

- Speed Limiters
- ABS Braking System
- Seat Belts throughout
- Emergency Exit Points
- Emergency Window Hammers
- Emergency Stop Buzzers
- First Aid Kits
- Fire Extinguishers
- Appropriate signage showing the nearest exits, first aid kit and fire extinguisher

Our drivers have Mobile Phones for use in the unlikely event of an emergency. Our vehicles are also fitted with GPS Tracking satellite equipment. This enables amongst its many features the Company to locate (to within 10 feet) the exact location of any coach, its direction and speed of travel at any time 24/7 365 days of the year without having to contact and distract the driver.

Driver Safety

Our drivers have enhanced DBS checks carried out prior to commencing employment with and follow up checks during their employee, Drivers have their identity and entitlement to drive a PCV checked prior to employment, and then at least every 6 months by way of a Driving Licence inspection and follow up enquiries directly with the DVSA (Driver and Vehicle Standards Agency) All drivers are issued with written instructions regarding the EEC Drivers Hours Rules & Regulations. Every hire that we undertake is scheduled strictly within the scope of the EEC Drivers Hours Rules & Regulations. Follow up checks for compliance with the regulations is via electronic analysis of each Tachograph chart used, using Tachograph analysis equipment

Road Risk Safety Management Policy

Ongoing training and assessment of drivers is conducted in the form of Certification of Professional Competence training which consists of 35 hours of practical and classroom training every five years to comply with PSV / VOSA regulations

A First Aid Kit is available on every vehicle in our fleet

A Fire Extinguisher is available on every vehicle in our fleet

Crusade Travel Ltd has comprehensive policy for Vehicle, Public and Employers Liability insurance.

Please contact us if you require further details of these policies.

Passengers' Responsibilities

Crusade Travel Ltd strongly recommends that all passengers familiarise themselves with the location of the nearest emergency exits, window hammers, first aid kit and fire extinguisher, and that passengers listen for and to, and comply with any announcement made by the driver with regard to safety.

Luggage

In order to reduce the risk of manual handling injuries to a minimum and comply with Health & Safety requirements, we enforce a weight limit for any one piece of luggage or other item of 20kgs. Certain items of luggage and other belongings are not permitted inside the vehicle. These are:

- Hand luggage that will not safely fit in the overhead storage lockers or under your seat
- Walking frames
- Oxygen Cylinders
- Child Car Seats (See section regarding children in the accompanying Vehicle Assessment Document)

We reserve the right to refuse to carry items in excess of 20kgs or alternatively you may be required to handle your own luggage in and out of the luggage lockers.

Entrance/Exit

Passenger Doors - These doors open outwards and are controlled solely by the driver. When aboard the coach passengers should not attempt to open these doors from the inside at any time. Whilst outside waiting to board the coach passengers should stand well away from the door.

Grab Rails - these are generally placed to the left (on entering) and right (when exiting) (the dashboard side) of the steps - passengers should ensure that they only use these grab handles/rails for assistance when joining or leaving the coach.

Coach kneeling (lowering) function - passengers should be aware of this function and keep clear of the entrance door whilst this facility is in operation.

Emergency Exit Door

This is on the nearside or offside, generally positioned in the middle or towards the rear of the vehicle. This door is for emergency use only unless instructed otherwise by the driver.

Gangway (Aisle)

Carpeted - carpeted gangways prevent slipping. However passengers should be aware that a poor fitting carpet could cause someone to trip. If you think this is the case you should bring this to the driver's attention (when the vehicle is stationary).

Spillages - passengers should always be aware of possible spillages either in the gangway or in front of/under the seats. These should be brought to the driver's attention when it is safe to do so.

Litter - Please keep the coach clean and remember to bring along some bags for the disposal of litter. Items such as empty glass bottles and cans can be dangerous, especially if left to roll around a coach. Other rubbish can be a potential hazard so needs to be disposed of properly. It is essential that the entrance/exit area, gangway and emergency exit area are kept clear at all times in case of the need of an emergency evacuation of the coach.

Overhead Luggage Storage

When sitting down or standing up passengers should be aware of the overhead luggage lockers and take care when getting into and leaving their seats to mind their head at all times. Passengers should take care to ensure that all items are stowed safely and that the locker covers are firmly closed and when retrieving their luggage from the overhead lockers as belongings may have moved about and become unsafe during the journey. Please also refer to the Luggage section of the accompanying Risk Assessment Document where the company's restrictions on the carrying of luggage are explained.

Moving Whilst the Vehicle Is In Motion and the Wearing of Seatbelts

Please note that moving around the coach whilst it is in motion will always carry some risk. Passengers should limit this risk by remaining in their seat whilst the coach is in motion except for any essential reason.

Children

Children should be kept under supervision by those responsible for them. This is not the responsibility of the driver. For their safety, children should be supervised at all times whilst boarding and alighting the coach or using the toilet. Children should not be allowed to use the hot drinks facility, climb on seating or other fixtures or act in a manner that may distract the driver. Should passengers move around the coach whilst it is in motion they do so at their own risk and they should be aware of the following It is now the responsibility of each individual passenger, or supervising adult in the case of under 14 year olds (by Law) to ensure that seat belts (where fitted) are worn whilst travelling in a PCV. It is the company's duty to advise you of this by a recognised method. Crusade Travel Ltd have met this requirement by ensuring that seat belt 'pictograms' are displayed at relevant points throughout the vehicle

Child Booster Seats are permitted. They are not however provided by the Company, it being the responsibility of the parent or carer to provide these. Unruly children can cause safety problems as well as causing a nuisance and discomfort to those around them. Children should remain in their seat with seatbelts fastened at all times.

Safety Code

Although it is not a legal requirement we are currently reviewing the need for drivers to point out safety features to passengers before the journey commences - similar to the safety announcements made by airlines. Before we implement this passengers should note the

following safety code and organizers responsible for children on the coach should bring this to their attention.

Passengers must familiarise themselves with the location of:

- Nearest Emergency Exits
- Window Hammers
- First Aid Kit/s
- Fire Extinguisher/s

Non-Smoking Policy

For some years, in the interests of health and safety we have adopted a 'no smoking' policy on board its coaches for all journeys. This is now Law and came into effect on 1st July 2007.

Sickness or Illness on Board

We acknowledge that some people do not travel well by coach, especially on longer journeys. To minimise travel sickness we recommend that you remain seated throughout the journey, with your seatbelt fastened (whilst the vehicle is in motion). We also suggest that you refrain from the consumption of alcohol before (and during) the journey and any foodstuffs likely to cause sickness. Should a passenger be aware that they may be sick during the journey we ask that you take precautions and appropriate medication to prevent travel sickness and provide themselves with a suitable container to use should the need arise, such as a sick bag. In the event of sickness if possible we ask that either the passenger concerned or someone travelling with the passenger safely alerts the driver as to their condition. The driver may then be able to stop and allow the passenger off the vehicle to be sick or get some fresh air. In the event of a passenger becoming ill with any other symptoms either they or someone they are travelling with should alert the driver as soon as it is safe to do so.

Transport COVID-19

Our drivers will wear a facial covering and hand sanitizer at the entry / exits points on all vehicles will be available for passengers to use, our cleaning regimes which involves the vehicle being cleaned thoroughly inside and out on a daily basis will now be increased to being cleaned for each journey with further use of commercial cleaning solutions being used to reduce contamination.

Staff Cleaning, Hygiene & hand sanitiser

Use of signage and posters to help our staff to practice good handwashing technique and to remind them to cough/sneeze into an arm and avoid touching their faces.

Handwashing

- We provide handwashing facilities with hot running water, soap, hand sanitizer and paper towels
- We will also provide hand sanitiser at all other locations in addition to washrooms

We will make sure that surfaces remain clean. This may mean increasing the level and frequency of cleaning as well as cleaning surfaces that you may not ordinarily clean.

Clean equipment frequently

- Set clear guidance for the use and cleaning of toilets and changing facilities to make sure they are kept clean and social distancing is achieved as much as possible
- Clean work areas and equipment between uses
- Frequently clean and disinfect objects and surfaces that are touched regularly
- If equipment like tools or vehicles are shared then clean them after each use

Passengers Travelling

Should wear a face covering when using a private hire vehicle.

A private hire vehicle operator may be entitled to refuse to accept you if you do not wear a face covering.

A face covering is a covering of any type which covers your nose and mouth.

Some people don't have to wear a face covering for health, age or equality reasons.

You should remove your face covering if asked to do so by a police officer or other relevant person.

It is important to wash or sanitise your hands before and after touching your face covering.

On your journey

The risk of transmission is small at 2 metres and where possible, you should maintain 2 metres distance. Government guidance on social distancing has changed and continues to change so we will amend as necessary.

If you cannot keep a 2 metre distance, reduce the risk to yourself and others by maintaining a 1 metre distance where possible, and taking suitable precautions.

Help keep yourself, other passengers and transport staff safe by taking the following precautions:

- ensure you maintain social distancing, where possible, including at busy entrances, exits, under canopies, bus stops.
- limit the number of people that you come into contact with, wash or sanitise your hands regularly
- avoid touching your face
- cover your mouth and nose with a tissue or the inside of your elbow when coughing or sneezing
- travel side by side or behind other people, rather than facing them, where seating arrangements allow
- touch as few surfaces as possible
- minimise the time spent close to other people, where possible
- avoid loud talking, shouting or singing
- dispose of waste safely, including items such as disposable face coverings
- avoid consuming food and drink on transport
- respect other people's space while travelling
- Treat transport staff with respect and follow instructions from your transport operator. This may include:
 - notices about which seats to use or how to queue
 - additional screens, barriers or floor markings
 - requests to board through different doors or to move to less busy areas

Seek assistance if you need it

If you require assistance when travelling, contact your transport operator as you would normally do.

If any problems arise or you feel ill during your journey, speak to a member of transport staff. In the case of an emergency, contact the emergency services as you normally would.

Children on transport

Where travel is necessary, consider whether children could walk or cycle, accompanied by a responsible adult or carer, where appropriate.

Social distancing applies to children as well as adults. Children should keep their distance from people who are not in their household or support bubble, while on transport. If this isn't possible children should:

- avoid physical contact
- face away from others
- keep the time spent near others as short as possible

Children under the age of 3 should not wear face coverings. Children aged from 3 to 10 can wear face coverings, but they are not required to.

If you are the responsible adult or carer travelling with children, please help them:

- minimise the surfaces they touch
- maintain their distance from others
- wear their face covering
- wash their hands for at least 20 seconds or sanitise your hands as soon as possible after the end of your journey

Be aware of the surfaces you touch. Be careful not to touch your face. Cover your mouth and nose with a tissue or the inside of your elbow when coughing or sneezing.

When finishing your journey wash your hands for at least 20 seconds or sanitise your hands as soon as possible.

Passengers with Wheelchairs

- We are notified in advance of passengers with wheelchairs
- The wheelchair can easily fold or be dismantled for storage in the luggage compartment if necessary
- The wheelchair (or any part of) does not exceed 20kgs in weight
- Wheelchair passengers are travelling with an able bodied person who can assist them if needed; our drivers are currently not qualified to do this and therefore cannot give assistance

Our coaches are equipped with hydraulic lowering, to provide the easiest possible (dis)embarkation

Vehicle Breakdowns

In the unlikely event of a vehicle breakdown the driver must follow a set procedure in which he must contact the office or on call manager who is always available out of office hours. The on call manager will then assess the situation and in the case of minor faults arrange for either:

- A third party engineer to repair the vehicle at the scene if this is not the case
- Or either of the above to repair the vehicle at the nearest service area if the vehicle is in a serviceable and safe condition to proceed there

If the breakdown is of a more serious nature the on call manager will either:

- Send a replacement vehicle from our own depot (if within reasonable time and distance)
- Or send a replacement vehicle from the nearest operator available

Passengers should at all times follow the driver's instructions and should not alight the vehicle at any time unless permitted or instructed to do so by the driver or other authority.

Minor Accidents

In the event of an accident our drivers again follow a procedure, assessing the situation to determine whether or not the emergency services are required. After doing this he will then contact the office or on call manager who will assist and liaise with the driver or any of the emergency services who may be in attendance. If there is any damage to the coach which makes it un-roadworthy the same procedure as above (vehicle breakdowns) will apply. If the accident has led to the driver being injured which renders him unable to contact the Company or emergency services we ask that group organizer or other sensible, responsible passenger inform the emergency services and take charge until they arrive. Passengers should only alight the coach if they are permitted or told to do so by the driver, our office/on call manager or other authority, or if there is a danger to their safety should they remain on board.

Major Incidents

The driver will notify the emergency services and our office or on call manger immediately. If the driver is injured the organizer or other sensible, responsible passenger should do this. If the incident is reasonably local or there is a request to do so by the emergency services a Company Manager will attend the scene in order to liaise.

The information contained herein is correct at time of print. Should you have any further questions regarding the content or the safety of our vehicles or operation please do not hesitate to contact us.